

EVENT NOTIFICATION

To: Qwest Wholesale Customers
From: Qwest IT Wholesale Systems Help Desk
Date: November 19, 2002
Subject: System Event Notification

☐ Initial ☐ Update ☒ Closure

This Event Notification is sent to advise you that Qwest is experiencing trouble with the below system:

Ticket Number: 6089625 Ticket Severity: 2

Database Ticket: 1551212

Event Onset

Time: 4:15 MTN

☐ AM ☒ PM

Date: 11/18/02

Description of Trouble: CLECs may have been unable to submit Supp 2 LSRs, change of Due Date. CLECs will receive the error message "This is a supp 2 LSR due date change supplemental – only VER, DDD, APT CON, DDDO, APTTIME, DFDT, SUP, and EXP fields can change, please resubmit."

Business Impact: CLECs may have been unable to submit Supp 2 LSRs, change of Due Date.

Work Around: Submit LSR as Sup 3 with the due date change in remarks if it's necessary to change contact information. This work around will not be necessary as of 6:00am MT 11/26/02.

System/Application/
Process:

IMA-GUI – Release 11.0 only	<input checked="" type="checkbox"/>
IMA-EDI – Release 11.0 only	<input checked="" type="checkbox"/>
TELIS/EXACT	<input type="checkbox"/>
E-Commerce Gateway	<input type="checkbox"/>
CEMR	<input type="checkbox"/>
Resale Product Database	<input type="checkbox"/>
MEDIACC	<input type="checkbox"/>
Other:	<input type="checkbox"/>

Client Region:

Eastern	<input type="checkbox"/>
Central	<input type="checkbox"/>
Western	<input type="checkbox"/>
All Regions	<input checked="" type="checkbox"/>

Estimated resolution Time: 06:00 MTN ☒ AM ☐ PM Date: 11/26/02

Event Closure

Time: 1:00 MTN

☐ AM ☒ PM

Date: 11/21/02

Resolution: Trouble to be resolved in patch. The patch will allow a different user to submit a sup 2 LSR than the originating user.

For instances reported where information was changed other than the contact information the resolution is No Trouble Found, edit is working correctly. Currently LSRs with Sup 2 only allow the VER, DDD, APT CON, DDDO, APTTIME, DFDT, SUP, and EXP fields to change. Following the patch, any other changes, except to contact information, will be rejected.

☒ System Event Notification has been closed.

Escalation:

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.